

CASE STUDY:



Improving Patient Experience and Quality of Care for a Long-Term Acute Care Hospital

Lake Taylor Transitional Care Hospital Directed Payment Program

Lake Taylor Transitional Care Hospital (LTTCH) is a non-state-government-owned, long-term acute care hospital that focuses on transitioning patients out of hospital care and providing long-term disability care. With a **high percentage of Medicaid patients** and **growing operational costs**, LTTCH required a supplemental reimbursement program to sustain operations. Sellers Dorsey helped LTTCH develop, design, and implement the program. In its second year, Sellers Dorsey helped **double the program's revenue** by transitioning it to a Hospital Directed Payment Program (HDPP). The additional revenue the DPP provided enabled LTTCH to make substantial upgrades and renovations that greatly **improved patient experience** and **quality of care** for Medicaid beneficiaries.

PROGRAM FOCUS

The HDPP provides critical funding to support LTTCH's high operational costs associated with long-term hospital care of a large Medicaid population.

- 87% of LTTCH's patient population are Medicaid beneficiaries.
- Long-term care is disproportionately affected by staff turnover.
- Continuity of care is critical to informing patient experience.

The HDPP helps improve patient experience and quality of care by supporting the hospital's workforce and providing significant facility upgrades and renovations.



IMPACTS

The **increase in resources** due to the HDPP enabled LTTCH to make significant investments to **improve quality of care** and **patient experience**.



Strengthened its workforce to ensure continuity of care for patients.

- Improved staffing levels and turnover by contracting with a vendor to provide therapeutic care for physical and occupational therapy patients.



Renovated and modernized multiple facilities across the hospital to improve patient and staff experience.

Pediatric Care Facilities



- Increased space for patients to enhance patient experience.
- Increased wheelchair access and supply.
- Increased staff capacity to improve quality of care.

Physical/Occupational Therapy Facilities



- Increased space for family visitation.
- Increased comfort for families to enhance rehabilitation process.

PROGRAM CREATION

Sellers Dorsey worked with LTTCH, the state government, and the Centers for Medicare and Medicaid Services to:

- Gain approval from the state legislature to transition to a managed care directed payment program in state fiscal year 2023, more than doubling its revenue.
- Develop reporting, documentation, and applications for CMS and legislative approval.
- Recalculate cost and reimbursement models to reach 95% of the average commercial rate in program year 2 and 3.
- Further enhance reimbursement models to reach 100% of the average commercial rate beginning in program year 4.

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